



Respiratory Care Board of California

Strategic Plan

2006



Respiratory Care Board of California

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Photos courtesy of the American Association for Respiratory Care



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Mission

The Respiratory Care Board of California's mission is to protect and serve the consumer by enforcing the Respiratory Care Practice Act and its regulations, expanding the delivery and availability of services, increasing public awareness of respiratory care as a profession, and supporting the development and education of all respiratory care practitioners.

Vision

The vision of the Respiratory Care Board of California is that all California consumers are aware of the respiratory care profession and its licensing board, its mission and mandate, and that every person treated by a respiratory care practitioner in California, receives the most competent and qualified care available in the world.

Values & Principles

Integrity

Possession of the morals and values to make ethical decisions consistent with the Board's mandate and mission, without consideration of self interest.

Respect

Sincere recognition of and consideration for the humanity and individuality of all stakeholders.

Dignity

Conducting business honorably without compromise to the Board or individual values.

Honesty

Communicate with credibility and truthfulness to gain and maintain stakeholders' confidence.

Quality

Strive for superior service and products, and meaningful actions in serving stakeholders.

Flexibility

Provide sincere consideration of other interests, factors and conditions and be willing and/or able to modify previous positions for the betterment of the Board and its mandate and mission.

Teamwork

Strive to work cooperatively and in a positive manner to reach common goals and objectives.

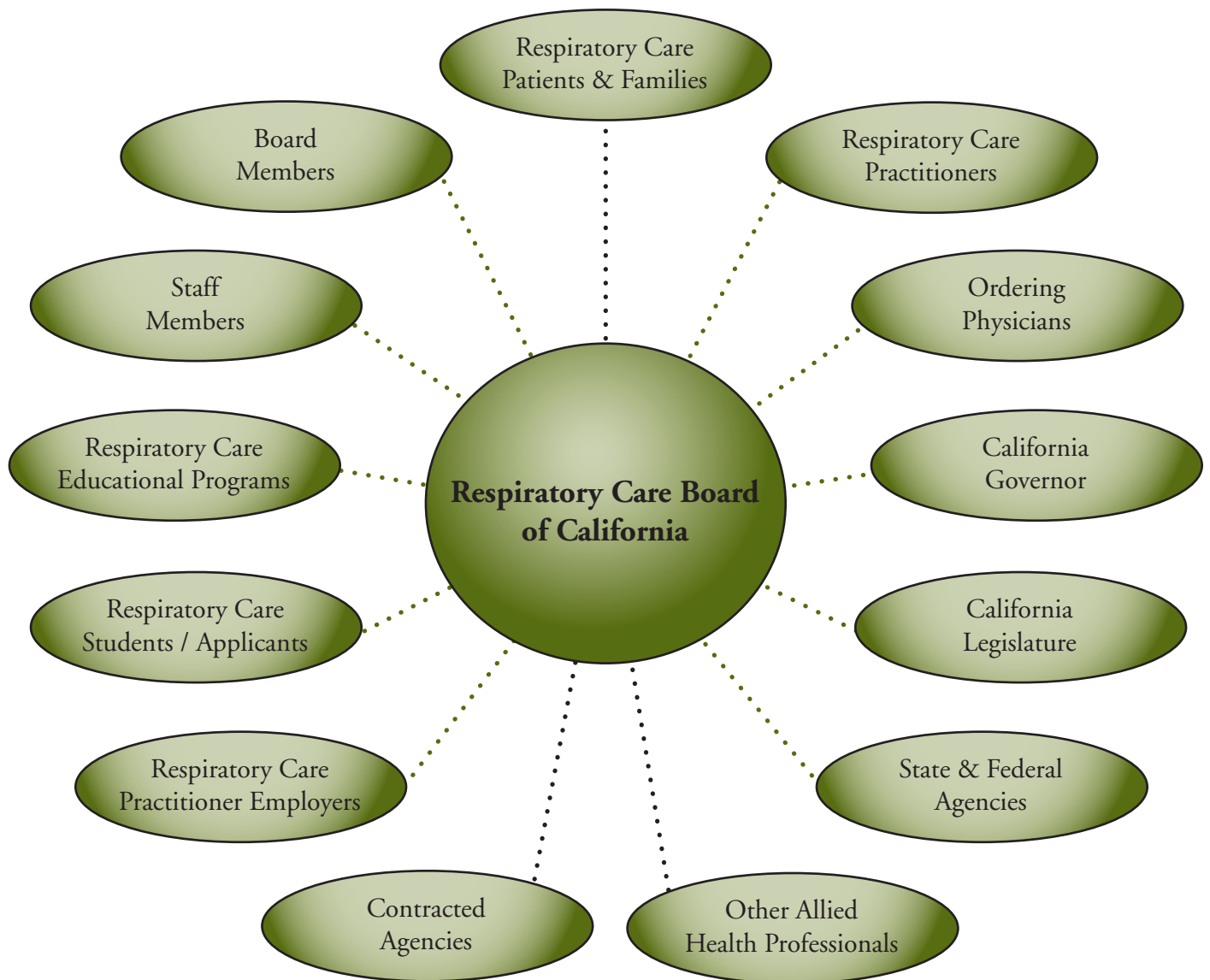
Individual Growth

Strive to continually excel and learn both personally and professionally.

Efficiency

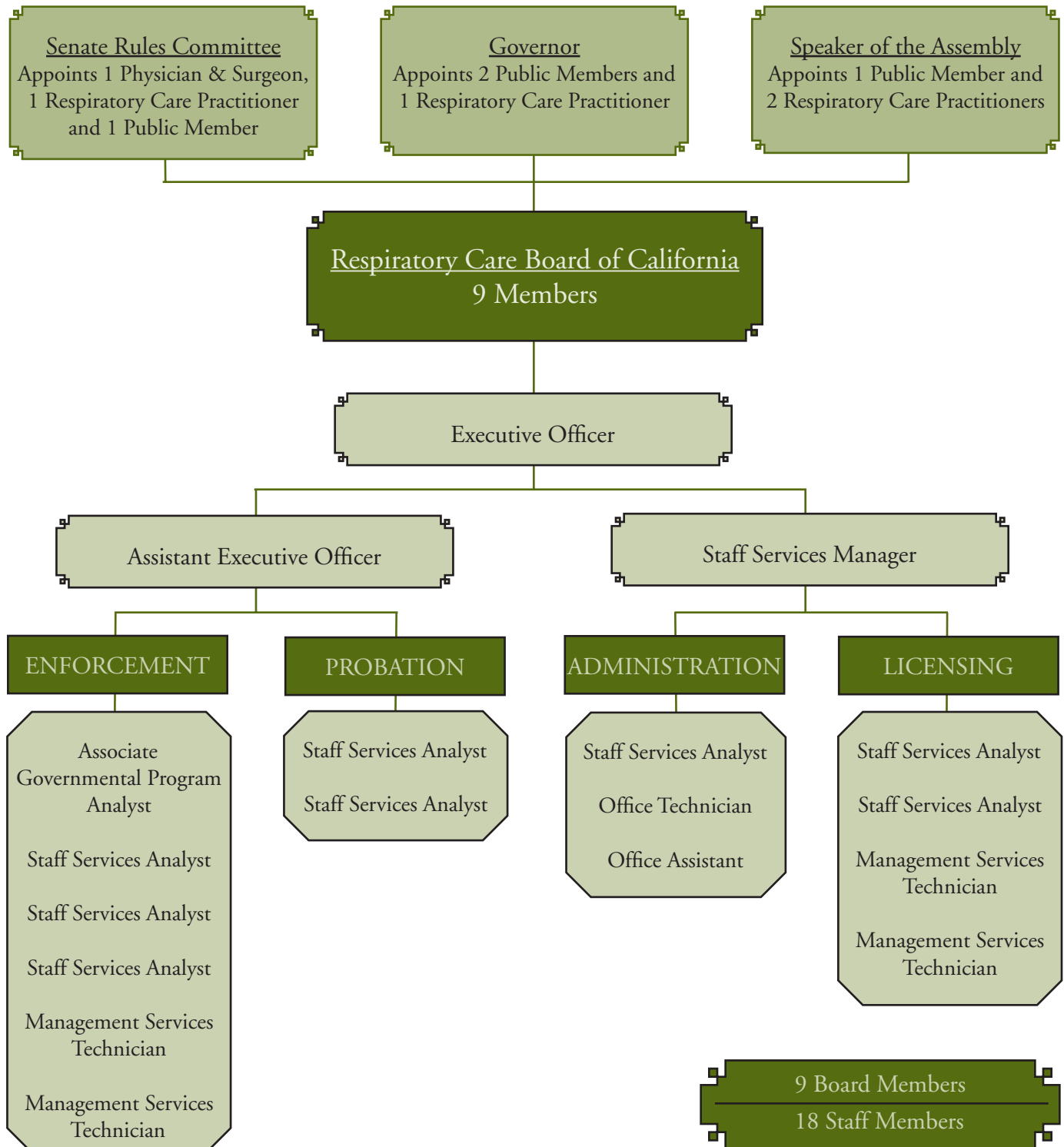
Continually improve our system of service delivery through innovation, effective communication and development, while mindful of the time, costs and expectations stakeholders have invested.

Stakeholders



Organizational Chart

as of 1/1/06



Goals & Objectives

Goal #1

Increase Patient Safety through Regulation, Enforcement, & Outreach

Objective 1.1

Strengthen regulatory controls to prevent unlicensed and/or unqualified personnel from performing respiratory care illegally and increase public awareness of these issues by 1/1/08.

Action Plan

- Work with the Legislature in amending the Respiratory Care Practice Act to establish legal requirements and exemptions as it affects patient safety.
- Promulgate regulations in accordance with legislative amendments as appropriate.
- Promulgate unlicensed personnel cite & fine regulations accordingly.
- Increase/improve communication with caregivers regarding mandatory reporting requirements.
- Develop and disseminate information and purchase items to draw attention to Board participation at public events, as well as to targeted groups.
- Update website and internal processes accordingly.

Performance Measures

- New legislation and regulations that strengthen regulatory controls.
- Citations and fines issued to unlicensed personnel.
- Public event participation and materials distributed.
- Website hits.

Objective 1.2

Implement the new Law & Professional Ethics course requirement by 1/1/06.

Action Plan

- Work with the California Society for Respiratory Care and the American Association for Respiratory Care on the development and delivery of courses.
- Modify the license renewal application and database accordingly.
- Notice the new requirement to target affected stakeholders.

Performance Measure

- Course implementation date.

Objective 1.3

Increase the number of active licensees commensurate with the healthcare needs of California consumers by 1/1/10.

Action Plan

- Hire consultant /CA University to conduct study to determine a baseline of current and future levels of need for respiratory care practitioners and related trends for future planning.
- Update and disseminate career outreach and public announcement materials and purchase items to draw attention to Board participation at public events, as well as to targeted groups.
- Work with volunteer RCPs at public events.
- Update website accordingly.

Performance Measures

- Completed study and findings.
- Number of applicants for licensure.
- Application survey responses: reasons for pursuing an education in respiratory care.
- Public event participation and materials distributed.

Objective 1.4

Determine the necessity and feasibility of increasing the minimum education requirements and level(s) of competency testing for RCPs by 7/1/08.

Action Plan

- Hire consultant/CA University, as appropriate, to perform occupational analyses, work with the NBRC, and conduct research to develop a study and findings for the Board's consideration.

Performance Measure

- Completed study and findings.

Objective 1.5

Research and provide a report illustrating the requirements and current practices of educational institutions and clinical (hospital) sites to conduct criminal background checks, and how other boards and bureaus are or are planning to address this issue, by 7/1/10.

Action Plan

- Gather input from program directors, applicants, and/or personnel at clinical sites.
- Gather input from other boards and bureaus on how they address this issue
- Complete written report with findings and recommendations.

Performance Measure

- Completed report.

Goal #2

Increase Efficiencies and Effectiveness of the Board's Regulatory Programs

Objective 2.1

Modify the petition process to reduce Board expenditures and processing times, and provide equitable requirements for reinstatement as compared to those for initial licensure by 4/1/06.

Action Plan

- Seek legislative amendments and regulatory amendments as appropriate.
- Update internal processes accordingly.

Performance Measures

- Newly amended laws and regulations.
- Petition-related expenditures.
- Petition processing times.

Objective 2.2

Reduce the number of continuing education violations by 7/1/08.

Action Plan

- Establish reporting, verification, auditing and penalty-enforcement methods.
- Increase the number of continuing education audits performed.
- Strengthen penalties for non-compliance.

Performance Measure

- Continuing education violations.

Objective 2.3

Enhance staffs' familiarization with respiratory care practice, patients and providers by 1/1/07.

Action Plan

- Arrange for staff to tour a respiratory care department.
- Identify key staff to "shadow" respiratory care practitioners.

Performance Measure

- Staffs' opinion on the effectiveness of tours and "shadowing."

Goal #3

Improve and Expand Service Delivery to Stakeholders

Objective 3.1

Begin accepting alternative payment methods (i.e. credit card) for all fee types, and reduce processing times for license renewals by 7/1/09.

Action Plan

- Actively participate and support the Department of Consumer Affairs' I-Licensing Program to enable the Board to accept alternative payment methods and process license renewal applications via the Internet, as feasible.
- Update internal processes accordingly.

Performance Measures

- Available payment methods and the frequency in which they are used.
- Average renewal processing times from the date complete renewal applications are received to the date pocket licenses are issued.

Objective 3.2

Make on-line forms more user-friendly by 7/1/08.

Action Plan

- Revise outdated and difficult-to-read forms available on the Board's website.
- Revise forms to allow on-line completion, as appropriate.
- Explore alternative resources that would allow those forms completed on-line to be submitted via the Internet, and the feasibility of such a system.
- Determine the most efficient alternative.
- Update internal processes accordingly.

Performance Measures

- Forms revised and updated.
- Forms revised and/or updated which allow for on-line completion.
- Forms that may be submitted via the Internet.

Objective 3.3

Update website to include flowcharts on various processes most critical to stakeholders by 7/1/06.

Action Plan

- Identify, develop and update website to include, flow charts for the most critical processes affecting stakeholders.
- Identify, develop and update website to include links to stakeholders.

Performance Measure

- Flowcharts developed and added to the website.
- Stakeholders' links available on the website.
- Website hits.

Objective 3.4

Allow Internet access to public disciplinary and penalty records by 1/1/08.

Action Plan

- Explore alternatives and the feasibility of providing public records on-line.
- Update internal processes accordingly.

Performance Measure

- Discipline and penalty records available via the Internet.
- Website hits.